

WHAT IS CLAIMED IS

Sub 7
A3 1. An interactive voice response system, comprising:

a plurality of general-purpose blocks, each general-purpose block being coupled to at least one other general-purpose block, wherein each general-purpose block plays a prompt and is configurable to send a first signal after playing the prompt or send a second signal according to received input after playing the prompt.

2. The system of claim 1, wherein each general-purpose block plays a prompt by accessing a sound file, an image file, a video file, or an audiovisual file.

3. The system of claim 2, wherein the sound file accessed by each general-purpose block can be configured.

4. The system of claim 1, wherein if a general-purpose block is configured to send the second signal according to received input, the general-purpose block receives the input.

5. The system of claim 4, wherein the general-purpose block receives the input by receiving a key or string of keys.

6. The system of claim 5, wherein the key or string of keys represents dual tone multiple frequency (DTMF) information.

7. The system of claim 4, wherein the general-purpose block plays a no-input prompt if the general-purpose block does not receive the input within a predetermined

amount of time.

8. The system of claim 4, wherein the general-purpose block processes the received input by selecting the second signal according to the received input.

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9. The system of claim 4, wherein the general-purpose block determines if there was an error in the received input.

10. The system of claim 9, wherein the general-purpose block sends an error prompt if there was an error in the received input.

11. The system of claim 10, wherein the general-purpose block continues receiving the input after the error prompt is played.

12. The system of claim 10, wherein the general-purpose block plays the prompt after the error prompt is played.

13. The system of claim 1, further comprising a plurality of transfer blocks, each transfer block being coupled to a general-purpose block to receive one of the first or second signals and is configurable to transfer a call to a specified telephone number.

14. The system of claim 1, wherein the second signal from a first general-purpose block is received by a second general-purpose block.

15. A method of generating an interactive voice response application, comprising:

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providing a plurality of general-purpose blocks, each general-purpose block being preconfigured to send signals to at least one other general-purpose block;

selecting a general-purpose block;

specifying a prompt that the selected general-purpose block will play; and

5 specifying whether the selected general-purpose block will send a first signal after playing the prompt or send a second signal according to received input after playing the prompt.

10 16. The method of claim 15, wherein specifying a prompt that the selected general-purpose block will play includes specifying a file that stores the prompt, said prompt being a sound message, an image message, a video message, or an audiovisual message.

17. The method of claim 15, further comprising specifying the input that is to be received if it is specified that the second signal will be sent.

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18. The method of claim 17, wherein the received input is a key or a string of keys.

20 19. The method of claim 18, wherein the key or string of keys are represented by DTMF input.

20. The method of claim 15, further comprising specifying a no-input prompt that the selected general-purpose block will play if no input is received within a predetermined amount of time.

21. The method of claim 15, further comprising specifying an error prompt that the selected general-purpose block will play if there is an error in the received input.

Sub C. 22. The method of claim 15, further comprising providing a plurality of transfer blocks, each transfer block being coupled to a general-purpose block to receive one of the first or second signals to transfer a call to a telephone number.

23. The method of claim 22, further comprising specifying the telephone number.

Sub A5 24. A method of modifying an interactive voice response system at run-time, comprising:
executing the interactive voice response system, the system including a plurality of general-purpose blocks;
modifying a configuration of a selected general-purpose block; and
updating the configuration of the selected general-purpose block at run-time.

Sub C. 25. The method of claim 24, wherein modifying a configuration of a selected general-purpose block includes storing a configuration parameter in a database.

20 26. The method of claim 25, wherein an object monitors the database and sends a signal to the selected general-purpose block that the configuration has changed.